

**CLASSIFICATION TITLE- SUB-TITLE**

IS Systems Development Services Consultant/Administrator

**POSITION SUMMARY**

Under the general supervision of the Child Welfare Management Information Chief, the IS Systems Development Services Consultant/Administrator will lead and direct multiple projects for eWiSACWIS and other child welfare applications. The position plans and directs the IT activities necessary to implement and support several long-range projects for DCF and the Division of Safety and Permanence (DSP). This position manages day-to-day operational and project work that supports business/program areas with DSP. This position serves as the project manager for the development of highly sophisticated project designs and implementation of unknown and emerging technologies.

This position includes tracking problems and their resolution, coordinating special projects, and researching information resources. This person has a solid working knowledge of the concepts of their application within DCF.

This position is responsible for reviewing new technologies and overseeing the integration of new and existing technologies to meet the needs of department business goals and strategies. This position will function with independence and complete authority for project related decision-making and negotiation with broad customer groups including other state and federal agencies, and other business partners. This position coordinates development and support activities among other parts of the agency.

This position ensures state and local staff appropriate use and access eWiSACWIS. eWiSACWIS is used by approximately 4,000 users statewide.

**15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION**

(Rated PD  
Only)

<b><u>TR1</u></b>	<b><u>TR2</u></b>	<b><u>TIME %</u></b>	<b><u>GOALS AND WORKER ACTIVITIES</u></b>
		<b>45%</b>	<b>A. Manage operational support, development, and implementation of multiple projects.</b>
			A1. Identify major policy decisions, establish scope and parameters of issues, and facilitate decision-making processes to ensure project success.
			A2. Manage project planning and allocation of appropriate resources.
			A3. Manage and coordinate design and implementation efforts.
			A4. Prepare status reports for management to highlight progress, identify obstacles, and recommend action in meeting project schedules.
			A5. Participate in management and peer group reviews to ensure the quality of the system project and to obtain required sign-offs.
			A6. Identify software needs and lead or participate in efforts to procure software to support the development and operation of the system.
			A7. Perform follow-up reviews of existing eWiSACWIS and child welfare applications processes and recommend enhancements.
			A8. Work with DCF service desk regarding any critical global outages, slowness, or problems that may affect eWiSACWIS user production. Gather and report follow up from all county staff on outages or slowness, providing report to management as requested.

- A9. Administer and oversee the eWiSACWIS Security Audit. Review eWiSACWIS security reports to ensure access rights are appropriately assigned and removed. Communicate any concerns with Security Delegates as necessary. Prepare, coordinate, and complete the Division's response to the semiannual security reviews.
  - A10. Manage and coordinate the eWiSACWIS template process, working with DSP, the State eWiSACWIS team, and the vendor.
  - A11. With each eWiSACWIS release, manage and coordinate quality assurance testing, including user acceptance testing with statewide users.
  - A12. Manage and coordinate communications on eWiSACWIS releases for each release cycle, including the Business Intelligence Section of BITS.
- 30%      B. Leadership of project staff.
- B1. Assign staff to projects and project tasks in accordance with client priorities.
  - B2. Prepare system development plans to ensure that project staff and management have a clear understanding of project direction.
  - B3. Orient, direct, and guide project staff to ensure that their efforts coincide with project expectations.
  - B4. Initiate and lead training programs on application area or technical topics tailored to the needs of staff assigned to the systems.
  - B5. Provide individual assistance to project team staff using new or unfamiliar software.
  - B6. Develop staff backup for critical functions in assigned systems.
- 20%      C. **Function as a Lead Worker by providing non-managerial backup to the Section Chief.**
- C1. Assist with the interviewing and selection of team staff members.
  - C2. Conduct orientations of new staff and ensure that a customized training plan is prepared and carried out.
  - C3. Recommend desirable training and classification actions whenever possible through awareness and judgment.
  - C4. Assist in maintaining high staff morale and productivity and reducing turnover.
  - C5. Participate in department and division IT strategic planning processes.
  - C6. Participate in Service Level Agreement (SLA) planning for the section and the bureau.
  - C7. In consultation with the Section Chief, establish unit goals, objectives, and work programs and communicate these with staff on a regular basis.
  - C8. Develop, assign, schedule, and effectively monitor work activities and deliverables within the unit.
  - C9. Coordinate the work of the unit with that of other teams, units, and sections.

- C10. Foster an atmosphere of open communication and support and counsel and direct staff effectively. This includes providing proper knowledge and skills and engaging staff in sharing section responsibilities.
- C11. Monitor employee job performance and provide input to the Section Chief in evaluating employee's performance. Counsel employees and adjust assignments as needed.
- C12. Establish long-term schedules and detailed short-term schedules for project implementation, and establish and implement procedures for the development and maintenance of project timelines and deadlines.
- C13. Oversee the vendor of the eWiSACWIS and other child welfare applications and provide weekly status updates.

**5% D. Provide a variety of administrative or program related analysis tasks to the Child Welfare Section Chief.**

- D1. Identify and attend training opportunities for personal and professional development.
- D2. Participate in other special projects as assigned.

**KR1**   **KR2**   **KNOWLEDGE AND SKILLS**

1. Advanced knowledge and experience in Project Management
2. Considerable knowledge of web-based applications including eWiSACWIS
3. Advanced knowledge of application development and application life cycle management methodologies
4. Extensive knowledge of federal programs, DCF programs, and local agency methods for implementing them
5. Knowledge of current IT infrastructure technology hardware, software, concepts and trends
6. Knowledge of problem diagnostic and resolution techniques
7. Ability to develop technology and application development standards and policies
8. Solid working knowledge of e-mail systems and Microsoft Office Suite: Word, Excel, and Power Point
9. Ability to manage staff and their respective work assignments
10. Ability to develop and maintain effective working relationships with staff in other divisions, departments, vendors, and a wide variety of customers
11. Knowledge of leadership concepts and techniques
12. Knowledge of state, department, and industry activities, goals, objectives, priorities, and policies that may affect or be affected by development standards
13. Knowledge of department strategies such as leveraging information technology and process improvement
14. Business process improvement techniques
15. Ability to work in a team environment and prioritize your own work as well as the team's workload
16. Ability to work with vendors, or other resources, to identify and resolve problems
17. Ability to mentor lesser skilled staff to enhance knowledge and performance
18. Experience in managing large and complex application development projects
19. Strong and effective oral and written communication skills

## **CONTACTS – CHANGE ACCORDING TO JOB DEMANDS**

### **Department of Children and Families**

Division Administrators and Bureau Directors: These contacts occur primarily to present and discuss options, issues, or action items for the development and support of the automated child welfare system. The contacts are generally cooperative, but may place the incumbent in the position of presenting issues and options that require executive management to do additional planning, as well as to develop risk mitigation strategies for the effective implementation of the eWiSACWIS application.

Bureau of Finance: Provides much of the financial management operations and accounting processes for the payment of the child welfare provider clientele and vendors. This Bureau will represent financial process, accounting practices, and accounting interface policy to other State fiscal management systems. Contact will be infrequent.

Bureau of Permanence and Out-of-Home Care: Provides much of the child welfare, adoption, and protective services business requirements; data; and information needed in implementing eWiSACWIS, IATS, and KCTS. These contacts provide direction for the inclusion and compliance to State and Federal child welfare program policy and standards. Contact will be weekly.

Bureau of Safety and Well-Being: Provides much of the child welfare and protective services business requirements, data, and information needed in implementing the eWiSACWIS, WANDA, and TF-CBT applications. These contacts provide direction for the inclusion and compliance to State and Federal child welfare program policy and standards. Contact will be weekly.

### **Wisconsin State Legislature**

Legislative Audit Bureau (LAB): These contacts maintain oversight of state operations to ensure financial transactions have been made in a legal and proper manner and determine whether programs are administered effectively, efficiently, and in accordance with the policies of the Legislature and the Governor. Contact will be infrequent.

### **Administration for Children and Families (ACF)**

Federal Department of Health and Human Services: Contacts range from representing the interests and position of how eWiSACWIS processes and complies with Federal reporting requirements, to providing and receiving information on regulations needing to be integrated into the automated system. Attendance at Federally sponsored child welfare conferences may be expected. Contact will be infrequent.

### **County Human/Social Services**

County Human Service Organization and Staff: Provides much of the child welfare, adoption, and protective service business requirements; data; and information needed in implementing the information system. These contacts provide direction and training for the implementation, inclusion, and compliance to State and Federal child welfare program policy and standards in the system. Contact will be weekly.

County eWiSACWIS Coordinators and Line Staff: Contacts to develop implementation plans and to guide counties through the implementation process. Contact will be frequent and extensive.

Local Government and General Public: Contacts are requests for information on all aspects of the automated child welfare system within the state of Wisconsin. The incumbent will work with this Department to assure coordinated approaches for timely and pertinent information being disseminated to this population. Contact will be infrequent.

## **DISCRETION AND ACCOUNTABILITY**

Discretion: The objectives and priorities of work assignments are largely defined in general terms. The incumbent will be expected to work within broadly defined objectives and priorities. The incumbent will have discretion to define sub-tasks and schedule the completion of those tasks. The incumbent is expected to plan and prioritize work and schedule time on an ongoing basis with minimum oversight.

Accountability: This position reports directly to the Child Welfare Section Chief, in the Bureau of Information and Technology Services, Division of Management Services. While work products are reviewed through oral progress reports with her supervisor, the incumbent will be expected to exercise professional judgment with supervisory direction. Most aspects of the work do not have explicit guidelines. Rather, the incumbent is responsible for determining the most efficient and effective actions to be taken to fulfill objectives and priorities.